

Fast Track Coaching Skills For Testers



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Experience the core fundamentals of coaching: Unconditional positive regard, active listening and powerful questioning. Attendees split into smaller groups, and each group will rotate through each activity.

Instructions:

Unconditional positive regard

Work through each provided scenario and come up with 3-5 reasons a reasonable person would make those choices.

Active Listening

Spend 3 mins listening to your partner talk about one of the provided topics. You are not allowed to ask any questions. As you listen, think about:

- How are you showing your interest?
- Where is your attention?
- What *isn't* being said?
- How are they communicating?

Powerful Questions

Similar to the last exercise, except now you can ask questions!

Wrap-up:

Coaching is about helping people generate solutions for themselves. How well you can help people do that will depend on three things.

- How much you believe they can create their own solution.
- The amount of space they have to explore what's happening in their world.
- What new perspectives open up for them.

Key Takeaways:

- Believing people can solve their problems prevents you from making premature judgements and providing solutions.
- Listening to understand is more potent than listening for a chance to speak.
- Open questions are powerful and there to help the coachee, not you as the coach.
- We can use all three skills outside of explicit coaching sessions.

Resources:

- How coaching skills can help improve quality -
<https://bit.ly/mot-csiq>
- How to use coaching in leadership within organisations -
<https://bit.ly/mot-cofp>
- The Coach's Casebook - Kim Morgan & Geoff Watts -
<https://bit.ly/mot-coca>
- Growing a career beyond testing - Stuart Day & Chris Henderson -
<https://bit.ly/mot-gcbt>